# **Job Title:** Customer Service Supervisor

**Department:** Finance

**Immediate** 

**Supervisor:** Finance Director

<b>Origination Date:</b>	09/14/2005
<b>Revision Date:</b>	07/01/2012
Job Grade	608
FLSA Status	Exempt

#### **BRIEF DESCRIPTION OF THE JOB:**

Provides supervision and oversight for the Finance Department Customer Services Division, which includes management of utility customer services, utility billing, and the City Hall front desk. This position oversees the administrative process as it pertains to utility billing complaints and acts as the department's staff liaison to the water, wastewater, and sanitation divisions. This position directs customer service assistance in initiating or terminating utilities service, accepting payments, resolving bill complaints, disseminating utility inquiries, and handling requests from the general public. Work involves decision making regarding complex collection situations or problems. Extensive public contact is required in the collection of delinquent accounts and work requires tact and finesse in dealing with customers. Situations involving difficult customers and/or complex problems are expected to be resolved at this level.

#### **ESSENTIAL FUNCTIONS:**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Oversees the administrative process as it pertains to utility customer services and billing. Oversees the call center and directs staff in initiating or terminating water and sanitation service, accepting payments, and resolving bill complaints. Works with the Public Information Office and bill distribution vendor to disseminate information to the public on changes in the City's utility bills. Ensures that Customer Services Division staff is updated on all changes to respond effectively to all utility inquiries.
2	S	Oversees customer service to the general public by managing the City Hall front desk. Ensures that the City Hall front desk is continually and adequately staffed by the Division's Customer Service Advocate, volunteers, and other employees as needed. Maintains front desk coverage schedules, organizes training for volunteers and other staff in work procedures, and handles general City Hall customer service issues.

	Physical	
	Strength	
	Code	ESSENTIAL FUNCTIONS
3	S	Supervises Customer Services Division staff by prioritizing and monitoring work, assisting them in resolving customer complaints, writing and administering performance appraisals, preparing work schedules, conducting meetings, training staff in work procedures, methods, and standard operating procedures, participating in the employee hiring process, and handling general disciplinary actions. Ensures that Customer Services Division staff is updated on all changes to respond effectively to all utility inquiries.
4	S	Oversees normal operations in the Customer Services Division, including follow- up on requests for information from other departments, and coordinating utility reads and disconnects with Water Distribution. Coordinates stop service and delinquent pickups with the Sanitation Division and Waste Management. Coordinates the same efforts with internal staff in the Finance Department.
5	S	Develops, implements, and manages City policies related to the collection of delinquent utility accounts from individual citizens and businesses. Works with the Assistant City Attorney to implement and maintain the delinquency, liens, and other utility policies for the City.
6	S	Oversees the transfer of City data to Collection Referral Agency once all efforts of City staff have been exhausted.
7	S	Acts as the department's staff liaison to water, wastewater, and sanitation and is responsible for the working relationship with City staff in these divisions. Prepares and provides reports for water consumption, wastewater use, and sanitation accounts, revenue information, and payment arrangements as needed and requested by Public Works staff or other City departments. Initiates and completes special projects as they relate to water, wastewater, and sanitation billing
8	S	Works in conjunction with field personnel and at times may be required to perform customer service duties in the field. Establishes a cooperative working relationship with Arizona Public Service to facilitate the collection of utility payments for the City.
9	S	. Works with Finance Department staff on the implementation of new billing processes or software applications. Trains Customer Services Division staff on all new processes and writes desk procedures for all Division functions.
10	S	Demonstrates a continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide seamless customer service. Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that resolves customer needs in a professional, courteous, and timely manner and supports achieving the department's and the City's mission, objectives, and values.
11	S	Directs the purchase and inventory of materials, supplies, and equipment and assists in preparing and monitoring division budget.

### **JOB REQUIREMENTS:**

	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree,
Timo wiedge	diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon
	satisfactory completion of advanced study or training.
Experience	Minimum of three years experience in a related field.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read and comprehend complex written documents such as administrative guidelines, accounting guidelines, and various legal agreements.
Math	Work requires the ability to perform math calculations rapidly and accurately such as addition, subtraction, multiplication, and division. Ability to calculate and apply percentages, decimals and fractions is also required.
Writing	Work requires the ability to produce written documents with clearly organized thoughts using proper English sentence structure, punctuation, and grammar.
Managerial	Semi-Complex - Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.
Policy / Decision Making	Significant - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts are typically reviewed prior to being finalized.
Budget Responsibility	Moderate - Oversees budget preparation of a program budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for city-wide budget expenditures.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Interpersonal / Human Relations Skills	High - Interactions at this level usually impact the implementation of policies. Contacts may involve interpretation of how policies are implemented and may require discussion and the support of controversial positions or the negotiation of sensitive issues or important presentations. During interactions on policy implementation, contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

## **Physical Demands**

**Frequency Code Scale** 

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C	☐ Making presentations ☐ Observing work site ☐ Observing work duties ☒ Communicating with co-workers	Pushing/ Pulling	□ N ⊠ R □ O □ F □ C	<ul><li>☑ File drawers</li><li>☐ Equipment</li><li>☑ Tables and chairs</li><li>☐ Hoses</li></ul>
Fine Dexterity	□ N □ R □ O ⊠ F □ C	<ul><li>☑ Computer keyboard</li><li>☑ Telephone keypad</li><li>☑ Calculator</li><li>☐ Calibrating equipment</li></ul>	Climbing	□ N ⊠ R □ O □ F □ C	Stairs     Ladders     Step stools     Onto equipment
Walking	□ N □ R ☑ O □ F □ C	<ul><li>☑ To other departments/offices</li><li>☑ Around work site</li></ul>	Vision	□ N □ R □ O □ F ⊠ C	<ul><li>☒ Reading</li><li>☒ Computer screen</li><li>☐ Driving</li><li>☒ Observing work site</li></ul>
Lifting	□ N □ R ⊠ O □ F □ C	<ul><li>☑ Supplies</li><li>☑ Equipment</li><li>☑ Files</li></ul>	Foot Controls	□ N ⊠ R □ O □ F □ C	☐ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Carrying	□ N ⊠ R □ O □ F □ C	⊠ Supplies     □ Equipment     ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☐ On equipment ☒ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work ☑ Meetings □ Driving	Bending	□ N 図 R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li><li>☒ Making repairs</li></ul>
Reaching	□ N □ R ⊠ O □ F □ C	<ul><li>☒ For supplies</li><li>☒ For files</li></ul>	Crouching	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>
Handling	□ N □ R □ O ⊠ F □ C	<ul><li>☑ Paperwork</li><li>☑ Monies</li></ul>	Hearing	□ N □ R □ O □ F ⊠ C	⊠ Communicating via     telephone/radio, to     co-workers/public     □ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>	Twisting	□ N ⊠ R □ O □ F □ C	<ul><li>☑ From computer to telephone</li><li>☐ Getting inside vehicle</li></ul>
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O ⊠ F □ C	☑ Communicating via telephone/radio, to co-workers/public
Other	-	(Explain)	,		,

	ed)								
Machines, Tools, Equipmen	t and Work	Aids:							
Copy machine, printer, calculator, fax n	nachine, telepho	ne and general	office equipme	nt.					
Computer Equipment and S	Software:								
Computer, scanner, printer, label maker		ce Excel Pow	er Point Acces	e and HTE	ntility l	nilling system			
Computer, seminer, printer, moet maner	, WHO OBOTE CITE	cc, Excei, i c	or rount, rices.	3 and 11.1.L.	uning .	Jiling by Joe			
<b>Environmental Factors:</b>		3.7	- 11	T c 1 m	•	C 1.00°		D 11	
Environmental Condition	ons	Never	Seasonally	Several T Per Mor		Several Ti Per Wee		Daily	
Extreme temperature		+		F CL IVIO	llui	FEI W	· K		
(heat, cold, extreme temp. changes fr	rom outside	×							
work)									
Wetness and/or humidity (bodily discomfort from moisture)		X							
Respiratory hazards		⊠							
(fumes, gases, chemicals, dust and d	irt)		Ь						
Noise and vibration (sufficient to cause hearing loss)		$\boxtimes$							
Physical hazards		+							
(high voltage, dangerous machinery, aggressive		X							
prisoners, patients – <u>not customers</u> )									
Health and Safety Condition	ıs:								
Health and Safety Conditions	N = Never	R = Rarel		casionally		1 0		C = Constantly	
	Never	Less than		r more of		n 1/3 to 2/3		or more of	
27 1 1 1	occurs	hour per we	eek the	e time	of	the time	1	the time	
Mechanical hazards Chemical hazards	X X							<u> </u>	
Chemical hazards Electrical hazards									
Fire hazards									
Explosives									
Communicable diseases	X								
Physical danger or abuse	⊠								
Other (specify)									

### **Job Demands**

### **Overall Strength Demands:**

Overall Strength Demands				
⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.			
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			

## **Non-physical Demands:**

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	X			
Emergency Situations			×	
Frequent Change of Tasks	$\boxtimes$			
Irregular Schedule/Overtime			$\boxtimes$	
Performing Multiple Tasks Simultaneously	$\boxtimes$			
Working Closely with Others as Part of a Team	X			
Tedious or Exacting Work	X			
Noisy/Distracting Environment	×			
Other (Describe below.)				

#### **EXPECTED BEHAVIOR:**

#### Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations

- Encourage teamwork and participation by all employees
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

#### **SIGNATURES—REVIEW AND COMMENT:**

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
ob Title of Department Director	Signature of Department Director	Date
ents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.